

# Alicia Morgan

## Retail Sales Associate

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## Profile

A dedicated sales associate and a recent graduate with a degree from Hunter College, versed in providing excellent customer service, handling transactions, and maintaining store environment. Experience in the retail industry, having worked at Best Buy and Amazon, with skills in managing customer inquiries, operating cash registers, and maintaining product displays.

## Professional Experience

Sales Associate | Best Buy | New York, NY

December 2020 – Present

- Earned a consistent customer service rating above 96% each year by answering inquiries and making individualized recommendations.
- Operated a cash register for 100+ transactions per shift and managed returns, discounts, and reconciliations.
- Maintained a clean and organized store environment through restocking and inventory checks.

Customer Service Intern | Amazon | Newark, NJ

June 2020 – August 2020

- Assisted the customer service team in managing inquiries via email and phone, resolving issues efficiently.
- Processed returns and refunds with accuracy, and prepared weekly reports on customer trends, boosting satisfaction by 15%.

## Education

Bachelor of Science in Marketing

May 2019

Hunter College, New York, NY

## Key Skills

- Cash register operations & transactions
- Customer service & communication
- Sales techniques & upselling